From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night
Date: Thursday, May 16, 2024 6:41:35 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Cpl. Best,
Wanted to follow up here and let you know that we are scheduled to replace this camera next week on the 24th.

Thank you for your patience, and stay safe,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/3/2024, 10:02 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night

Thank you!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, May 3, 2024 6:51 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Camera 086 SB Bradley (north of Hancock) not reading plates at night

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you Corporal Best for reaching out and I apologize for the degraded performance. Getting this to our engineers for their review and resolution now.

Will keep you posted on what we learn.

Stay safe,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/3/2024, 9:35 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Camera 086 SB Bradley (north of Hancock) not reading plates at night

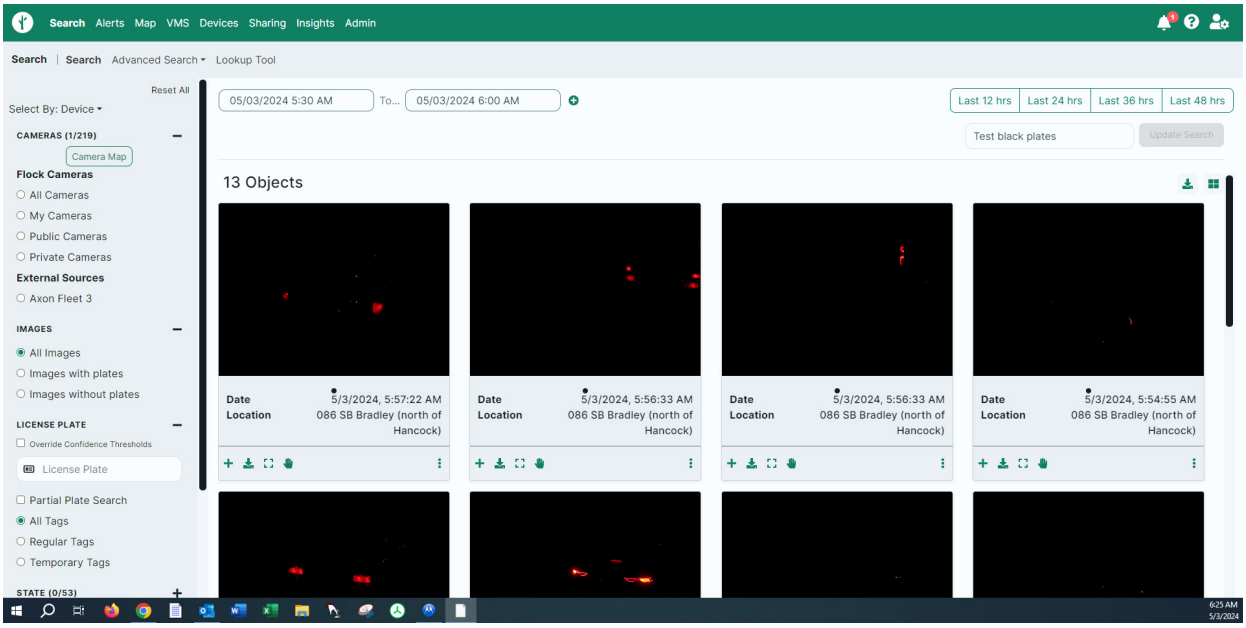
We've had on-going problems with camera "086 SB Bradley (north of Hancock)"

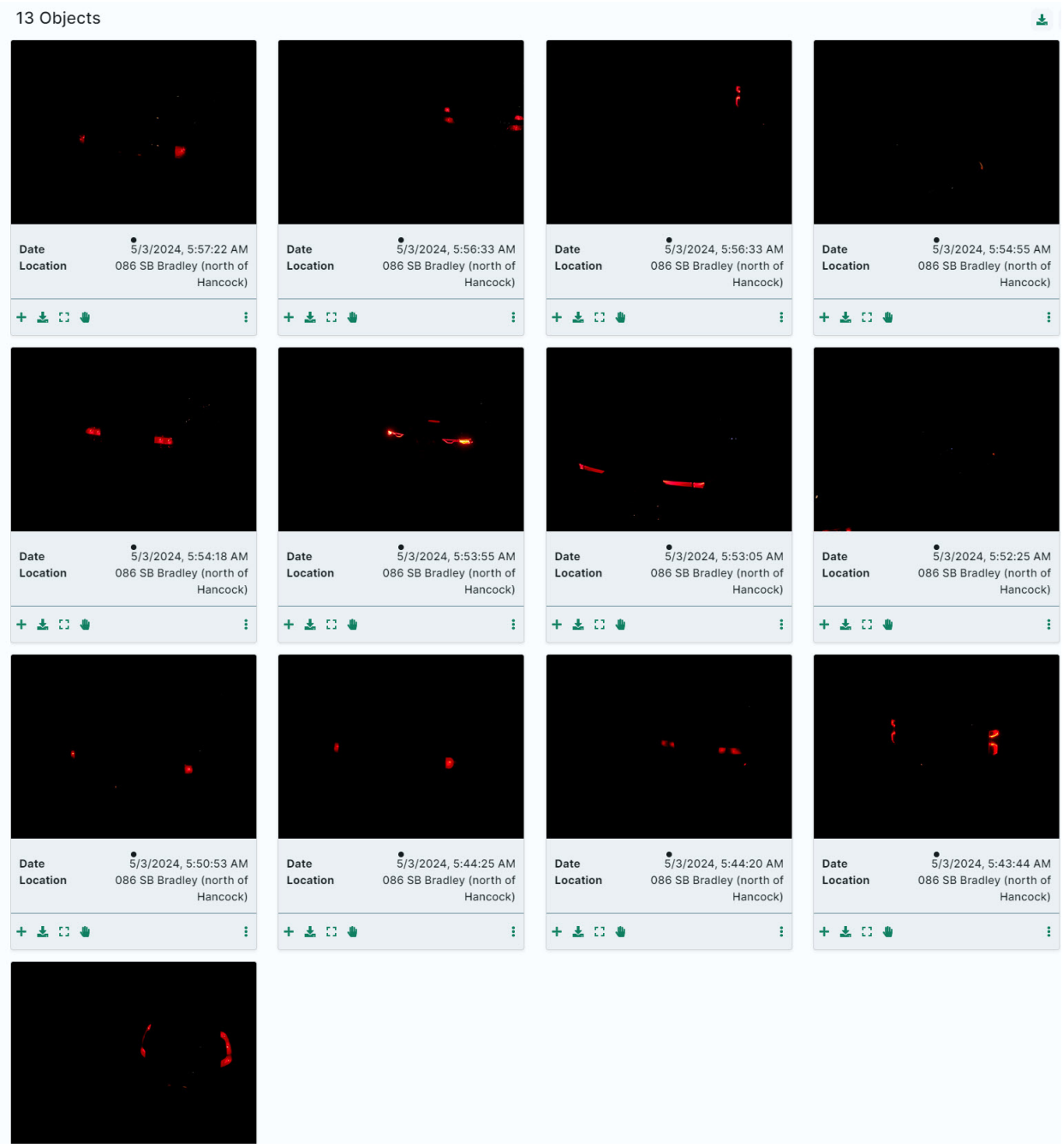
You replaced it on 11-28-23.

Today I was testing it and found it is not reading any plates at night.

I searched for all plates on 05-03-24 between 0530-0600 Hrs. It had 13 results and 0 plate reads. My vehicle had a white plate at 0540 Hrs. and it didn't even read it.

Please scheduled maintenance as soon as possible. Thank you.


Search Alerts Map VMS Devices Sharing Insights Admin
Search | Search Advanced Search Lookup Tool
Reset All
Select By: Device
CAMERAS (1/219)
Camera Map
Flock Cameras
All Cameras
My Cameras
Public Cameras
Private Cameras
External Sources
Axon Fleet 3
IMAGES
All Images
Images with plates
Images without plates
LICENSE PLATE
Override Confidence Thresholds
License Plate
Partial Plate Search
All Tags
Regular Tags
Temporary Tags
STATE (0/53)
05/03/2024 5:30 AM
To...
05/03/2024 6:00 AM
Last 12 hrs
Last 24 hrs
Last 36 hrs
Last 48 hrs
Test black plates
Update Search
13 Objects
Date
5/3/2024, 5:57:22 AM
Location
086 SB Bradley (north of Hancock)
Date
5/3/2024, 5:56:33 AM
Location
086 SB Bradley (north of Hancock)
Date
5/3/2024, 5:56:33 AM
Location
086 SB Bradley (north of Hancock)
Date
5/3/2024, 5:54:55 AM
Location
086 SB Bradley (north of Hancock)
6:25 AM
5/3/2024


13 Objects
Date 5/3/2024, 5:57:22 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:56:33 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:56:33 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:54:55 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:54:18 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:53:55 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:53:05 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:52:25 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:50:53 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:44:25 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:44:20 AM
Location 086 SB Bradley (north of Hancock)
Date 5/3/2024, 5:43:44 AM
Location 086 SB Bradley (north of Hancock)

Corporal Stephen L. Best

Santa Maria Police Department

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thread::mH7o9uB0IMewAbUUT077AA4::

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